

# YOUR THOUGHTS

## The best bits:

"The views, the location, being in a higher flat, the castle gardens behind the flats"

*Peffermill Court Resident, 2023*

"Proximity to the park and the people in the block are friendly"

*Craigmillar Court Resident, 2023*

"Not being overlooked, wonderful sunsets over the city + view over the forth is calming. My allotment and the landscape created by tenants group organically."

*Craigmillar Court Resident, 2023*

## What could be better:

"Be more included in the recent proposed changes"

*Craigmillar Court Resident, 2023*

"Preventing damp and mould and flats being warmer stopping drafts etc especially for higher up flats"

*Peffermill Court Resident, 2023*

"The building is rotting from the inside and literal superficial improvements will do little to remedy that."

*Craigmillar Court Resident, 2023*

## SUMMARY REPORT FINDINGS:

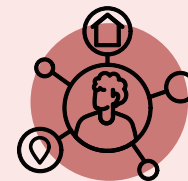
This summary report highlights that the most common score for many of the themes within the Home Standard were **negative (1-2)**. The report findings include serious issues concerning both Craigmillar Court and Peffermill Court.

Circa 15% of households contributed to the survey. The results should be considered an informative snap-shot, rather than a full reflection of resident experience.

An overarching concern raised was the lack of influence and sense of control. Residents have experienced little action from issues raised previously, making many feel ignored. This summary aims to demonstrate your feedback has been valuable and has shown the substantial improvements that are required.

### INFLUENCE AND SENSE OF CONTROL

Do I feel listened to and included in decision-making?



Average Score: 1.6  
Responses: 86% Negative (1-2)

"Feel like opinions are asked for but not listened to, feels like it doesn't matter when suggestions are made."

In summary, **Warmth and heating your home** received the lowest score with an **average of 1.5** and 92% of the responses scoring this negatively. This is linked to issues with **Damp, Condensation and Mould** with an **average of 2.5** with 64% of the responses scoring this negatively.

Some categories were more positive, **Flexibility and room for activity** had an average score of **4.9** and 56% positive. **Moving around** and **Accessibility** scored **4.1**, keeping the lift operational is essential to keeping the blocks accessible.

## NEXT STEPS:

**Warmth:** the primary ambition of the project is to make it easier and more affordable to heat your home. Adding insulation to the building exterior will reduce heating demand, to keep your home warmer for longer. In addition to this, greater care will be taken to ensure the fabric improvements to the blocks combat issues with draughts around windows and vents. We will look to resolve this through careful installation of upgraded windows to all dwellings, making the blocks airtight.

**Damp:** when a building is airtight, better ventilation is required to ensure fresh air comes in. As a result of the thermal upgrades an improved ventilation strategy will be required to ensure the air in your home is circulating as it should. This is essential to ensure issues with damp and mould do not reoccur.

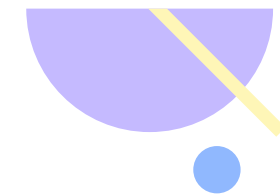
**Operation and Controls:** all residents should be provided with a manual to operate any upgraded equipment. Posters with instructions can be provided to be displayed in the ground floor lobby spaces.

**Care and repair:** substantial water ingress has been highlighted by residents - upgrades to the building exterior will prevent this. Problems with building maintenance have been raised. Promoting investment in lasting, quality upgrades during the works can reduce the need for frequent repair.

**Outdoor Space:** the landscaping scored as neutral, but the written feedback demonstrates a positive anecdotal response. The green space around the site can be celebrated as a key feature. Groupings of benches can be removed to not promote anti-social gathering.

**Safety:** the external lighting has been highlighted as a negative. The towers and security cameras do not promote a feeling of safety. A review of site security can be in favour of a more discrete system.

**Views:** the views have been highlighted as one of the best bits. An opportunity to install windows to the close at upper levels could give residents a glimpse of different views.



COLLECTIVE  
ARCHITECTURE

## THANK YOU FOR SHARING YOUR FEEDBACK ABOUT LIVING IN PEFFERMILL COURT + CRAIGMILLAR COURT

**Your feedback is important.** We would like to take a moment to thank all who contributed to The Home Standard questionnaire. This feedback will help to identify key areas for improvement and build a bigger picture about the condition of the building.

We have included a summary of the responses gathered, detailing resident experiences. The 14 themes were given a score from 1 (very poor) to 7 (very positive).

## TAKING PART

If you have not taken part in the survey and would like to share your lived experiences, please follow the QR code below to complete The Home Standard Tool questionnaire.



Call ITS on 0131 242 8181 and quote reference **23-9326** - Craigmillar and Peffermill

#### WARMTH AND HEATING YOUR HOME

How warm is my home, and how easy is it to heat?



Average Score: 1.5  
Responses: 92% Negative (1-2)

"It is cold even if the heating is on"

"Very draughty. Heat disappears quickly. The radiators eat cash for little tangible benefit."

"House is freezing, draft from windows"

#### SUMMER COOLING AND COMFORT

Does my home overheat in summer, how do I cool down the rooms?



Average Score: 2.7  
Responses: 64% Neutral (3-5)

"Flat is too hot, I live on the sunny side."

"Still cold in the summer"

#### DAMP, CONDENSATION AND MOULD

Are there any signs of condensation, damp or mould?



Average Score: 2.5  
Responses: 64% Negative (1-2)

"Damp and mould in every room have tried a lot of things and makes no difference "

"Clothes and toys covered in mould. Wet and cold each evening"

#### OPERATION AND CONTROLS

Is it easy to operate the systems in my home?



Average Score: 2.2  
Responses: 67% Negative (1-2)

"Not able to work them"

#### CARE AND REPAIR

How well is the building looked after and cared for?



Average Score: 1.6  
Responses: 82% Negative (1-2)

"My kitchen door has fell off, the light switches, everything's falling apart"

"Hot water hasn't worked for 3 years"

"Mould + damp for years still"

#### OUTDOOR SPACE

How good is the outdoor space?



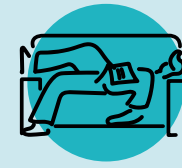
Average Score: 3.3  
Responses: 60% Neutral (3-5)

"Decent amount of space outside even a park for kids"

"There are allotments which is run by the allotment group"

#### PRIVACY AND YOUR OWN SPACE

Do I have privacy, and can I relax in my home?



Average Score: 2.6  
Responses: 67% Negative (1-2)

"Super noisy always hear upstairs neighbours"

"There is no peace. Need soundproofing"

#### ADAPTABILITY AND FUTURE NEEDS

If my circumstances change, would I still be able to live in my home?



Average Score: 2.3  
Responses: 57% Negative (1-2)

"I have mobility issues so when lift is broken stairs can be a problem"

#### COMMUNITY AND NEIGHBOURS

Do you know your neighbours?



Average Score: 3.9  
Responses: 44% Neutral (3-5)

"I know most of my neighbours. All perfectly pleasant and friendly."

#### FLEXIBILITY AND ROOM FOR ACTIVITY

Does my home meet my day-to-day needs?



Average Score: 4.9  
Responses: 56% Positive (6-7)

"Ample for my needs."

"Kitchen is a bit small but overall house is fine for space"

#### MOVING AROUND

How easy is it to move around the building and my flat?



Average Score: 4.1  
Responses: 44% Neutral (3-5)

"The buzzer always breaks"

"Broadly okay"

#### ACCESSIBILITY

Is the building accessible for everyone?



Average Score: 4.1  
Responses: 78% Neutral (3-5)

"Building is easily accessible if the lifts are working"

"Front door is too heavy"

#### FEELING SAFE

How safe do I feel?



Average Score: 3.1  
Responses: 44% Negative (1-2)

"Not safe, especially for children"